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Fort Collins, Colorado 80527-2400

PATENT APPLICATION

ATTORNEY DOCKET NO. 100203592-1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Karamadal Srinivasan et al

Confirmation No.: 7839

Application No.: 10/804290

Examiner: Unknown

Filing Date: Mar 19, 2004

Group Art Unit: 2122

Title: Method And System For Providing Information For Remote Device Support

Mail Stop Amendment
Commissioner For Patents
PO Box 1450
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INFORMATION DISCLOSURE STATEMENT

This Information Disclosure Statement is submitted:

- ☒ under 37 CFR 1.97 (b), or
(Within three months of filing national application; or date of entry of national application; or before mailing date of first action on the merits; whichever occurs last)
- ☐ under 37 CFR 1.97 (c), together with either a:
☐ Statement under 37 CFR 1.97 (e), or
☐ a \$180 fee under 37 CFR 1.17 (p), or
(After the CFR 1.97 (b) time period, but before final action or notice of allowance, whichever occurs first)
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- ☐ A concise explanation of the relevance of foreign language patents, foreign language publications and other foreign language information listed on PTO/SB/08B, as presently understood by the individual(s) designated in 37 CFR 1.56 (c) most knowledgeable about the content is given on the attached sheet, or where a foreign language patent is cited in a search report or other action by a foreign patent office in a counterpart foreign application, an english language version of the search report or action which indicates the degree of relevance found by the foreign office is listed on form PTO/SB/08B and is enclosed.

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Respectfully submitted,

Karamadal Srinivasan et al

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First Named Inventor	Srinivasan et
Art Unit	2122
Examiner Name	Unknown
Attorney Docket Number	100203592-1

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U. S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
		US- 6539499	03-25-2003	Stedman et al.	
		US- 2002/0067504	06-02-2002	Salgado et al.	
		US- 2004/0098714	05-20-2004	Metz	
		US- 6538996	03-25-2003	West et al.	
		US- 6950964	09-27-2005	McMichael et al.	
		US- 6243833	06-05-2001	Hitchcock et al.	
		US- 2003/0037288	02-20-2003	Harper et al.	
		US- 2002/0152430	10-17-2002	Akasaka et al.	
		US- 5557740	09-17-1996	Johnson et al.	
		US- 6598179	07-22-2003	Chirashnya et al.	
		US- 2002/0059310	05-16-2002	Choi	
		US- 2004/0123188	06-24-2004	Srinivasan et al.	
		US- 20020010803	01-24-2002	Oberstein et al.	
		US- 6434616	08-13-2002	Urano et al.	
		US- 20030229406	12-11-2003	Maity	
		US- 6584502	06-24-2003	Natarajan et al.	
		US- 20040122940	06-24-2004	Gibson et al.	
		US- 6859783	02-22-2005	Cogger et al.	
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